



Illinois Department of Corrections

Administrative Directive

Number:

04.50.150

Title:

Case Management

Effective:

1/1/2022

Authorized by:

[Original Authorized Copy on File]

Rob Jeffreys
Director

Supersedes:

04.50.150 effective 8/15/2000

Authority:

730 ILCS 5/3-2-2, 3-3-7, 3-14-1 and 5-8A-4.2

Referenced Policies:

01.07.115, 02.42.115, 04.01.260, 04.50.105, 04.50.110, 04.50.130, 04.50.13

Related ACA Standards:

5-ACI-5B-01-05, 5-ACI-5F-01-08

Referenced Forms:

DOC 0071 – Parole Violation Report
DOC 0104 – Parole or Mandatory Supervised Release Agreement
DOC 0144 – Project Safe Neighborhoods Notification Letter
DOC 0161 – Host Site Agreement
DOC 0173 – Travel Permit
DOC 0188 – Electronic Monitoring Program Rules
DOC 0195 – Parole Warrant
DOC 0240 – Authorization for Release of Individual in Custody Mental Health or Substance Abuse Treatment Information
DOC 0317 – Disciplinary Report
DOC 0334 – Recommendation for Early Discharge
DOC 0381 – Receipt for Warrant
DOC 0434 – Incident Report
DOC 0678 – Parole Sanctions Assignment Sheet
OERPP129 – Reporting Instructions
CANTS 22 – Acknowledgement of Mandated Reporter Status

I. POLICY

The Department shall provide staff with direction to assist the parolee with successful community reintegration and shall monitor and supervise parolees as determined by the Department.

II. PROCEDURE

A. Purpose

The purpose of this directive is to provide written instructions to staff regarding management of parolee caseloads.

B. Applicability

This directive is applicable to Parole Field Operations.

C. Parole Reviews

A Parole review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

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E. Definitions

Automated Management System (AMS) – the Case Management System utilized by Parole staff to document all pertinent parolee information that can be utilized to better serve this population and ensure public safety.

Clothed search – for purposes of this directive, means a thorough pat search of a parolee, with or without the aid of authorized detection equipment, and a thorough search of all clothing and possessions of the parolee.

Diversion - The official halting or suspension, at any legally prescribed point after a recorded justice system entry, of formal criminal proceedings against an alleged individual in custody.

Diversion Review – Review of the warrant to determine if the warrant will remain in place or if the warrant will be withdrawn in which the parolee would remain on parole. Parole Agents and Supervisors are responsible for the systematic diversion review

Electronic Detention (ED) – status for those individuals under the supervision of the Parole Division prior to release on parole or mandatory supervised release and “hooked” to electronic monitoring equipment.

Electronic Monitoring (EM) – status for those individuals who are on MSR/Parole and under parole supervision while “hooked” to electronic monitoring equipment.

Field Service Representative (FSR) – Facility-based staff responsible for pre-release activities and processes.

Global Positioning System Monitoring (GPS) – status for those individuals who are on MSR/Parole and under parole supervision while “hooked” to global positioning monitoring equipment.

Host Site Contact – face to face contact with the parolee at his/her host site.

Parole Reentry Group (PRG) – responsible for housing, placements and program monitoring activities to support the parole division.

Risk Assessment Tool – The tool used by the Parole Agent to determine the parolee’s risk to recidivate.

Sex Offender Supervision Unit – Specially trained Parole Agents that supervise individuals identified as sex offenders or other individuals assigned to their caseload as determined by the Chief of Parole.

Video Contact – Video visit with the parolee using BI SmartLink application.

Warrant Officer (WO) – individual who is responsible for the Department’s warrant procedures.

F. Requirements

Parolees shall be supervised in accordance with the minimum standards for the assigned supervision level as established under Administrative Directive 04.50.105.

1. Host Site Placements

- a. All placements shall be assigned to the appropriate Parole Supervisor, Field Service Representative (FSR), interstate compact or designee.
- b. The Parole Supervisor shall ensure the placement is assigned to a Parole Agent for investigation and document the assignment in AMS. If placement material is required to

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conduct the placement, the assigned Parole Agent shall contact the parent facility FSR for necessary material.

- c. The Parole Agent shall investigate the placement within 15 calendar days of assignment, or if the individual's mandatory supervised release (MSR)/parole date is less than 15 calendar days the placement shall be completed as soon as possible. Results shall be documented in AMS as an approval or denial.
- d. If placement is approved, a Host Site Agreement, DOC 0161, shall be signed at the host site investigation. The DOC 0161 shall be kept on file in the assigned parole office and scanned to the AMS documents' email address.
- e. All type "S" (Supervised), "E (Electronic Detention)" and "B (Boot Camp)" placement investigations shall be conducted at the residence in question by the agent meeting face-to-face with the prospective adult host(s) while they are at the residence.
 - (1) Staff shall speak directly with the adult(s) responsible for the property. Landlords shall not be contacted as a routine practice when investigating placements or transfers.
 - (2) The host identity shall be verified by checking a Driver's License or State ID in combination with a lease agreement, mortgage papers, etc. All results shall be documented in AMS as an approval or denial.
- f. When an individual in custody is designated for electronic detention (ED), the Parole Agent shall complete an ED host site investigation within 72 hours of assignment, ensuring a DOC 0161 is signed at the time of the investigation and kept on file. Results shall be documented in AMS as an approval or denial.
 - (1) ED individual in custody shall not have blanket movement under any circumstances. All requests for job search shall be granted on an individual basis and verified in advance by a Parole Agent. The ED individual in custody shall provide the name of the business, address, phone number and contact person. AMS shall not grant movement for ED individual in custody unless it is a medical emergency.
 - (2) Once the ED individual in custody has completed the orientation at the Transitional Security facility or other designated area, he or she shall proceed directly to the host site and the assigned Parole Agent shall complete the initial contact within 72 hours.
 - (3) Other movement may be granted for the ED parolee's personal needs but in any circumstance shall not exceed 5 hours per day and cannot be in conjunction with work movement.
 - (4) The ED individual in custody shall reside only at the approved ED Host Site. No other sites shall be utilized unless approved in advance.
 - (5) All ED movement violations shall be followed up on immediately by the assigned Parole Agent and/or Parole Office and appropriate sanctions applied.
 - (6) It is the responsibility of the assigned Parole Agent and/or assigned office to complete the Disciplinary Report, DOC 0317. If the assigned Parole Agent is off, the Parole Supervisor shall assign another Parole Agent to complete the DOC 0317.
- g. All approved or denied placements shall be documented in AMS and entered into Offender 360 (O360) with the appropriate code below, with the exception of sex offender placements:

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- (1) "A" is entered for an acceptable and approved site.
- (2) "N" is entered for a site that is approved, not used.
- (3) "D" shall be entered for a site that is denied. All denials shall be discussed with the Parole Supervisor.

h. Sex offender placements shall be in accordance with existing procedures.

2. Initial Parolee Contacts

- a. The parolee's Reporting Instructions, OERPP129, shall direct the parolee of when and where to call upon arrival at his or her host site.
- b. All initial face to face contacts shall be completed within 72 hours following the actual date of release of the parolee and shall be made at the host site unless otherwise instructed by the Parole Supervisor.
- c. At the time of the initial contact, the Parole Agent shall advise the parolee and document in AMS case notes the following:
 - (1) Resources available which may include supportive services to assist parolees with job placement, substance abuse counseling, sex offender treatment and mental health evaluation, as well as day reporting programs if available in the area. Also, if applicable, the listing of all services directly provided for in the nearest parole office in addition to any contact information for the nearest IDOC recognized community re-entry assistance program for parolees.
 - (2) Prisoner Review Board Order Referrals, review during subsequent contacts as needed, Parole or Mandatory Supervised Release Agreement, DOC 0104, Electronic Monitoring Program Rules, DOC 0188, and residency for registrants.
 - (3) Any registration requirements and restrictions related to employment.
 - (4) The Project Safe Neighborhoods Notification Letter, DOC 0144.
 - (5) If applicable, requirements to register with the Federal Selective Service if the parolee is a U.S. male between the ages of 18 and 26.
 - (6) Referrals for ID, including birth certificate, social security card, State ID, or Driver's License and other referrals as applicable.
 - (7) The AMS 800#, pin number and how to contact the Parole Agent.
- d. The Parole Agent shall ensure the following items are discussed or completed, and documented in AMS:
 - (1) Collect DNA sample or refer for collection as required in accordance with Administrative Directive 04.01.260, paying special attention to Interstate Compact X-number cases.
 - (2) A DOC 0161 is signed at all host site investigations, maintained in a file located inside of the parole office and scanned to AMS documents file.
 - (3) Review and discuss the rewards and sanctions matrix see Attachment A and B.
 - (4) Complete an Authorization for Release of Individual in Custody Mental Health or Substance Abuse Treatment Information, DOC 0240.

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- (5) Complete an initial Risk Assessment on the parolee in AMS.
- (6) Advise the parolee of further reporting requirements as required for the assigned Supervision Level in accordance with Administrative Directive 04.50.105.
- (7) Review Sex Offender Registration requirements in accordance with Administrative Directive 01.07.115 and genetic marker indexing requirements in accordance with Administrative Directive 04.01.260 to verify compliance.
- (8) Investigate and report suspected EM or parole violations. If it is determined that a parolee is illegally residing in public housing:
 - (a) Notify the Superintendent of Special Projects of the parolee's name, Identification number and public housing address; and
 - (b) Contact the Placement Resource Unit when no site is approved.
- (9) Document all case contacts, referrals and known violations of conditions of Release.
- (10) Check the electronic transmitter on each contact with parolees or parolees who are being electronically monitored and replace or arrange for replacement of malfunctioning equipment.
- (11) For EM parolees, the Parole Supervisor shall ensure the vendor:
 - (a) Installs and maintains equipment at the EM participant's host site or supplies Department staff with equipment, tools and supplies necessary to install and maintain monitoring services.
 - (b) Confirms all new hook ups installed by the vendor.
 - (c) Notifies the Department of any unauthorized absences, failures to return, equipment malfunctions, power failures or tampers within 30 minutes of occurrence.
 - (d) Repairs, replaces or supplies the Department staff with repair or replacement items for any malfunctioning equipment within 24 hours. Check the electronic transmitter on each contact with parolees who are being electronically monitored and replace or arrange for replacement of malfunctioning equipment.
 - (e) Investigate or approve any changes in residence and ensure the new address is updated in all relevant data bases in the same manner as initial release plans (see Administrative Directive 04.50.110).
- (12) Maintain an electronic case file on all assigned parolees.
- (13) Assist in securing community-based services.
- (14) Conduct random and routine spot checks of parolee status, which may include, but shall not be limited to:
 - (a) Spot checks of parolees' residence and educational or program sites.
 - (b) Random or routine drug testing.
 - (c) Monitoring of reporting requirements.

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- (d) EM.
- (e) Supervision mandated by the courts or the Releasing Authority.
- (f) Day Reporting Center.
- (15) Contact the Placement Resource Unit to assist with social service referrals, as appropriate.
- (16) Ensure maintenance payments are processed in accordance with Administrative Directive 02.42.115.
- e. When a parolee is declared as an instant absconder, Parole Agents shall make at least two attempts to locate the parolee at the host site, and a current LEADS response shall be reviewed for any new stops, arrests or warrants. Parole Agents shall also attempt to contact the parolee at former residence plans, emergency contacts, visiting list and numbers from where check-ins may have been placed. The instant absconder warrant request shall be submitted to the Parole Supervisor within 7 days of release. The Parole Supervisor shall document said request in AMS.

3. Case Management

- a. The Parole Agent shall be responsible for documenting each of his or her face-to-face, web-based, telephone contacts and video contacts related to an assigned parolee in AMS.

NOTE: Staff shall not share their telephone number with parolees.

 - (1) The Parole Agent shall document all host site contacts with the parolee at the time of the contact via his or her state assigned laptop in AMS, or in case of emergency via his or her state assigned cell phone to the AMS center.
 - (2) For any contacts not provided for in Paragraph II.F.2.a.(1), the Parole Agent shall document contacts using in AMS by using all applicable contact codes.
- b. Following the required initial face-to-face visit, the Parole Division Supervision Levels with parolees are as follows:
 - (1) Level 1:
 - (a) One Face-to-Face contact every 30 days at a minimum; and
 - (b) One Video contact (if video unavailable, one phone contact) at a minimum every 30 days.
 - (2) Level 2:
 - (a) One Face-to-Face contact every 60 days at a minimum; and
 - (b) One Video contact (if video unavailable, one phone contact) in between the 60-day face-to-face contact.
 - (3) Level 3:
 - (a) One Face-to-Face contact every 90 days at a minimum; and
 - (b) One Video contact (if video unavailable, one phone contact) completed each month in between.

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NOTE: Increased face-to-face contact may be initiated by the Parole Agent as a part of the sanction matrix see Attachment B. Parole Supervisor or the chain of command approval is necessary for increased face-to-face contacts not related to the sanction matrix. Excluding the initial contact within 72 hours, contact with the parolee may be made at a location other than the parolee's host site, including place of employment, day reporting center, school, treatment center or other location as determined by the Parole Supervisor if the parolee is unable to be seen at host site.

- c. Parolees shall remain at a Level 1 for a minimum of 60 days unless they MSR from a Transitional Security facility which they will automatically be a Level 2. Exception to the rule for all other parolees will be on a case by case basis (example: Stable Host Site; job, etc.) and discussed with the Parole Supervisor.

- d. Drug Testing Procedures

- (1) Drug tests shall be completed on a periodic, routine or reasonable suspicion basis. The results of all completed drug tests shall be recorded in the AMS case note.

NOTE: Day Reporters in a Spotlight Re-entry Center Program (SRC) shall be excluded from drug testing by Parole Agents while they are actively participating.

- (2) The Parole Agent shall conduct a clothed search of the parolee, and a visual search of the testing area, before a sample specimen is collected.
 - (a) Parole Agents shall ensure the drug testing cup has not been tampered with. The drug test cup shall always remain in view of the individual observing. Any attempts by the parolee to alter or tamper with the drug test kit or results shall immediately be reported to the Parole Supervisor.
 - (b) Parole Agents conducting testing shall be of the same gender as the parolee. The Parole Supervisor shall ensure that a Parole Agent of same gender is available, whenever possible. If same gender Parole Agent is not available, the drug test may be facilitated through community service providers, department vendors or local law enforcement.
 - (c) All drug tests shall be unannounced and directly observed.
 - (d) All positive drug tests shall be followed up with the appropriate referrals for Drug Assessments, and sanctions according to Attachment B shall be utilized and noted in AMS.

NOTE: If the parolee tests positive for marijuana and has a medical marijuana card, no sanctions will be utilized.

- (e) Each Parole Agent is responsible for checking the expiration date of each test cup before use and for ensuring that the manufacturers' Suggested Storage and Stability Instructions are followed.
- e. Parole Agents shall inspect EM and GPS equipment during every face to face contact, including physical and visual inspection of the transmitter and receiver. The monitoring device (ankle, wrist or waist) shall be gently pulled or twisted to make sure it is properly affixed. The unit plugged into the phone line and/or power outlet shall be inspected directly.
- f. Parole Agents shall document in AMS any significant fact or concern relative to the parolee such as schedule changes, restrictions, equipment problems, safety concerns,

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programming issues, or unusual incidents in accordance with Administrative Directive 01.12.105.

- g. Parole staff shall be involved on a consistent basis with all re-entry resource and community partners in the management of each parolee. Decisions regarding the parolee are to be made in consultation with the widest range of external parties possible in order to most accurately gather the most information and make the best decision concerning the parolee.
- h. Parole staff shall know and support the mission statement to supervise parolees in the community utilizing re-entry resources, sanctions and community partnerships with the goal of reducing recidivism without compromising public safety.
- i. The Parole Supervisor shall ensure all required contacts are made by the assigned agent or another agent.

4. Risk Assessment Tool

- a. The Risk Assessment results shall aide in the decision-making process for Supervision Levels and early discharge recommendations. The Risk Assessment measures the Risk to Recidivate.
- b. The Initial Risk Assessment shall be conducted at the Initial Face-to-Face Visit and entered into AMS.
- c. Re-Assessments If the Parole Agent believes that a parolee may be an exception to the current guidelines, the agent shall follow-up with their Supervisor to discuss such. The Commander will approve/deny and document in AMS. This would apply for both level reductions and level increases.

5. Case Transfers

- a. Routine transfers from one District to Another
 - (1) All transfer requests shall be initiated by the Parole Agent and sent electronically, via AMS, to their Parole Supervisor. After review and if appropriate, the requesting Parole Supervisor shall forward the transfer request to the receiving Parole Supervisor. All transfers including hooked parolees shall be approved prior to the requested move taking place. A new DOC 0161 shall be signed upon accepting a new parolee transfer regardless whether it is an "R" plan parolee or an "S" plan parolee.
 - (2) In the event an emergency move takes place when the Parole Agent or Parole Supervisor is not on duty, AMS will check for denied host site status or victim location status and authorize or deny the temporary move and advise the Parole Agent or Parole Supervisor of such. The sending Parole Supervisor shall be responsible for notifying the receiving Parole Supervisor of the temporary approval via a transfer request submittal. The temporary move shall be pending final approval of the receiving agent and Parole Supervisor.
 - (3) The receiving Parole Supervisor shall review the transfer request and if appropriate:
 - (a) Assign a Parole Agent to complete the investigation within seven calendar days of receiving the transfer request. The Parole Agent shall respond to his or her Parole Supervisor via AMS indicating approval or denial of the transfer.

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- (b) Investigations conducted on emergency transfers for hooked parolees shall be completed within three calendar days.
- (c) The Parole Agent shall consider the following when conducting the transfer investigation. All other concerns should be discussed with the Parole Supervisor.
 - i. Does the parolee reside at the requested site and is the parolee available for a face-to-face contact there?
 - ii. Is the site appropriate for that parolee to reside there?

(4) If the site is approved:

- (a) The transferring agent shall prepare and provide the parolee with a Travel Permit, DOC 0173, and inform the parolee of the need to complete a new Sex Offender Registration.
- (b) The receiving Parole Agent shall be notified of the transfer and any needed sex offender registration.
- (c) The Parole Supervisor shall ensure the case file is scanned to the new Parole Supervisor in a timely fashion.
- (d) The receiving Parole Supervisor shall update O360 with the caseload assignment.

- b. State-to-State Transfers shall be processed through the Interstate Compact Office in accordance with Administrative Directives 04.50.130 and 04.50.135.

6. Violations and Sanctions

- a. All violations of the MSR shall be investigated by parole staff and responded to and documented in AMS. Parole staff is not allowed to overlook parole violations as they shall be addressed immediately to further community-based sanctions to the extent possible. Responses to violations shall be in concurrence with the Parole Supervisor.
- b. Parole Agents shall utilize the Sanction Matrix Attachment B and review alternatives to re-incarceration by discussing the parolee's situation with the Parole Supervisor.
- c. The Parole Agent shall utilize the Parole Sanctions Assignment Sheet, DOC 0678, to document any sanction(s) placed on the parolee and record sanction(s) in AMS. The completed DOC 0678 will be stored in AMS Documents tab.
- d. Sanctions shall be utilized in accordance with Attachment B.

7. Rewards

- a. Parole Agents shall provide positive rewards for parolees who are progressively moving through supervision and/or making positive efforts at changing dynamic risk factors. Positive behavior examples may include but shall not be limited to, completion of board order; completion of EM; completion of GED; negative drug test; and securing employment (see Attachment A).
- b. Parole Agents shall discuss the parolee's positive actions while on parole with the Parole Supervisor and the parolee. Any rewards, as listed in Attachment A, received shall be recorded into AMS case note and the proper AMS code shall be entered.

8. Diversion Review

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- a. Parole staff shall review cases for diversion using the 3 diversion criteria:
 - (1) Current and significant threat to public safety;
 - (2) Host site availability; and
 - (3) Appropriate community-based sanction in accordance with the sanction matrix Attachment B.
- b. Parole Agents shall only return a parolee to a Department facility after completing a diversion review with the Parole Supervisor.
- c. The Parole Agent or Warrant Officer shall review all arrests and violations prior to a parolee's return to a Department facility for diversion purposes and forward review requests to the appropriate Supervisor.
 - (1) All parolees who are initially deemed not appropriate for diversion by the Parole Supervisor shall be reviewed with the Warrant Officer prior to return to a Department facility.
 - (2) If the Warrant Officer is not available, the Parole Supervisor shall contact the appropriate Deputy Chief prior to returning the parolee to a Department facility.
- d. Parole Supervisors shall assign Parole Agents to conduct diversion reviews, addressing all three diversion criteria and documenting findings in AMS.
- e. If the review finds the parolee appropriate for diversion, the Parole Supervisor shall direct Parole Agents to secure the host site, with PRG assistance when necessary, and arrange for parolee transport.
- f. Parole Supervisors shall ensure follow-up has been documented in AMS.

9. Reports of Violations

All notifications of detention of a parolee in a city or county jail or reports of release violations shall be obtained by the Parole Agent and forwarded to the Parole Supervisor for review. A Parole Violation Report, DOC 0071, shall not be processed without review and approval.

- a. The Parole Supervisor shall:
 - (1) Review such reports and, where determined appropriate, direct the agent to investigate the circumstances of the violation and attempt to ascertain the location of the parolee.
 - (2) Determine whether to issue a violation warrant or an alternative to incarceration.

NOTE: An Illinois warrant shall not be issued for any juvenile parolee from another state.

 - (3) In determining whether to issue a violation warrant, in accordance with Administrative Directive 05.50.150, the Warrant Officer shall consider, among other factors:
 - (a) The frequency and seriousness of the alleged violation;
 - (b) Adjustment and length of time under supervision; and
 - (c) Available alternatives and sanctions.

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- (4) Alternatives to incarceration pending revocation hearings may include, but shall not be limited to:
 - (a) Imposition of special conditions to the release agreement DOC 0104;
 - (b) Increase in intensity of supervision;
 - (c) Placement in a Parole Revocation Unit, a residential treatment program or a half way house;
 - (d) Participation in an out-patient or in-patient treatment program or enrollment in a self-help program;
 - (e) Imposition of day reporting requirements; or
 - (f) Placement on EM.
- b. A LEADS check shall be run through the Operations Center and reviewed for outstanding warrants and recent arrests within 7 days of submitting warrant requests to the statewide Warrant Officer. Results of the LEADS report are to be documented in AMS.
- c. Upon issuance of a Parole Warrant, DOC 0195, for a parolee in custody who has violated a condition of release, AMS shall fax a copy of the DOC 0195 and the Receipt for Warrant, DOC 0381, to the holding facility and the issuing parole office.
- d. Once an initial report has been received, AMS or the Parole Agent shall request all police reports from the arresting agency or obtain the report through the CLEAR web-based system (if applicable). If the police report is not available at the time of the completion of the Violation Report, an amended Violation Report shall be completed when the police report(s) become available or within 72 hours of the warrant going into served status. Efforts by Parole Staff to obtain arrest reports shall remain on-going until the violation process has concluded.
- e. Use of electronic or facsimile signatures is authorized. Staff, including Parole Supervisors, shall only:
 - (1) Have access to their signature.
 - (2) Affix their signature and may not affix the signature of any other parole staff member to any report.

NOTE: AMS may receive documents with facsimile signatures and upon receipt will store them in at least a paper format but can also include an electronic format.

10. Service of Notice of Charges

- a. The Parole Agent or other assigned staff shall serve the Violation Report and Notice of Charges (NOC/VR) on the parolee within 5 calendar days of the parolee being taken into custody. Service shall be documented in AMS.
- b. Parole Agents and Parole Supervisors shall follow all specific procedures and timeframes as set forth in any/all consent decrees related to service and probable cause hearings.
- c. AMS shall notify the Parole Supervisor of any NOC/VR that are not received by the end of the third day after issuance of the warrant or by the end of the third day after warrant service, whichever is greater.

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- d. For those Parolees that are in custody at Cook County Jail (CCJ) on warrant status, the NOC/VR shall be forwarded by fax or email to the Cook County Liaison Unit to be served and documented in AMS.
- e. For Parolees in CCJ, but not on warrant status, their cases should be transferred to the caseload of a Parole Agent in the CCJ unit for monitoring until such time as the case is disposed of or the parolee is released from the jail. Parolees in custody but without warrants shall have their status checked monthly by the Parole Agent. The results of the status check will be recoded in AMS and should indicate the next court date, bond information, case disposition and any other relevant information for monitoring the case.
- f. The Parole Supervisor of parolees in custody at a facility outside Cook County or in an area under the supervision of another Parole Supervisor shall contact that Parole Supervisor to request assistance in serving Notice of Charges. Community Partnerships and Re-entry Resources are vital to the success of the Parole Division Mission Statement.
 - (1) Staff shall make and record with AMS any community contacts and develop reentry resources on a regular basis.
 - (2) Parole staff shall make contacts with re-entry services and community partners in-person whenever possible. Contacts by phone are acceptable only when in-person contacts are not possible. Use of e-mail, fax and messages left through AMS are not to substitute for in-person or phone contacts.
 - (3) New contacts developed are to be shared with the Parole Supervisor who in turn will share that information with the Parole Division and PRG.
 - (4) Parole Agents shall have readily available, in writing, a listing of re-entry resources and community partners for their area and for a wide range of services and contacts, even if not in their area. Parole supervisors shall ensure this information is verified on an annual basis.
- 11. Community partners and re-entry resource providers shall be invited to Parole Staff meetings to share information that assist in staff development and growth. At the direction of the Parole Supervisor, parole staff may be authorized to attend staff meetings of community partners and re-entry resource providers. Media events, however, shall be approved through the chain-of-command, and documented in AMS.
- 12. Early Recommendation Requirements for Discharge (RRD)
 - a. The procedure for submitting an RRD for compliant parolees for early discharge is as follows. Final authority for RRD approval rests with the Prisoner Review Board (PRB) but is initiated by the supervising office.
 - b. As a tool allowing offices to actively manage their workloads, the RRD program shall require agents to review parolees monthly for RRD eligibility and identify all cases for submission for supervisory review.
 - c. The criteria for submission are as follows:
 - (1) Parolees shall have a reduced Field Supervision level for a minimum of 60 days prior to submitting for RRD.
 - (2) Parole Agents are to assess the parolee's stability by reviewing whether they are working or attending school or have other means of support such as SSI or other social support benefits.

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(3) No more than thirty days prior to submission, the following shall be required:

- (a) A face-to-face contact by the Parole Agent, completed at the host site.
- (b) A negative drug test on record.

NOTE: A positive drug test for THC shall require proof of medical marijuana card on file or exception to the guidelines in accordance with existing procedures.

- (c) A documented LEADS check run the day prior to submission for RRD to the Parole Supervisor, which is clear of recent arrests, active warrants, no pending and/or ongoing court cases and/or new convictions.
- (d) A current risk assessment is on file.

NOTE: Results of the LEADS check and risk assessment shall be recorded in AMS.

- (4) Parolees with indeterminate sentences and/or indeterminate parole terms shall not be excluded from review and shall be considered on a case-by-case basis.
- (5) Violation Order of Protection (VOOP) parolees with active orders of protection are excluded from this policy and are eligible to be considered on a case-by-case basis as an exception to required criteria.
- (6) PRB orders shall be completed or verified in compliance with ongoing treatment, except for substance abuse counseling and OPMH treatment which may continue past discharge. Transitional Security facility parolees are eligible to be submitted for an RRD 90 days after MSR if they have been at the Transitional Security facility for a minimum of 6 months.
- (7) A Recommendation for Early Discharge, DOC 0334, shall be completed for parolees by agents and submitted to Supervisors for approval.
- (8) Parole Supervisors shall conduct a thorough review of the RRD for accuracy, completeness and compliance with the aforementioned guidelines, and submit to the Deputy Chief for final IDOC approval. Once approved, the Deputy Chief shall forward to the PRB for final statutory approval. The PRB reviews RRD submissions monthly and notifies the parent facility and parole division of the outcome.
- (9) RRD submission shall be coded in AMS by both the Parole Agent and the Parole Supervisor using the 280 code. Notes in the comment section shall justify the submission. Submissions shall be tracked monthly by Deputy Chiefs and office target outcomes will be monitored and utilized in Parole Agent and Parole Supervisor evaluations.

NOTE: All parolees, including those serving 85% of their parole term, shall not be considered for an RRD until a minimum of 6 months of their parole term has been completed unless there is an exception to the criteria.

NOTE: Agents are to discuss with their supervisors those cases which they consider are exceptions to the criteria on a case-by-case basis with consideration being made regarding work, school and other compliance indicators, or medical conditions.

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Upon notification of discharge, the appropriate Parole Supervisor shall ensure:

- a. The parolee is notified of restoration of his or her rights; and
- b. The case file is closed and copies of completed casework documentation are forwarded to the parent institution for inclusion in the parolee's master record file.

14. Caseload Reviews

- a. Parole Agents shall review their caseloads, on AMS and O360. Parole Agents shall advise their Parole Supervisor immediately of any issues, problems or conflicts that need to be resolved.
- b. The Parole Supervisor shall:
 - (1) Review and reconcile the Parole Agent's case management on semi-annual or annual bases.
 - (2) Conduct a caseload review with the Parole Agent.
 - (3) Check the frequency of contact, drug tests performed, adherence to PRB orders being completed, violations, level adjustments, risk assessments and re-assessments completed, and overall supervision of parolees.

NOTE: The Parole Supervisor shall document such reviews in AMS.

15. Parole Case Files

- a. Case files shall be maintained electronically.
- b. Case file material that is generated during the parole term shall be maintained within the office of the appropriate district or satellite office thereof.
- c. Each Parole Agent may maintain a field case file in each assigned district office. All approved AMS documents shall be scanned to AMS.
- d. Destruction of parole file material, when appropriate, shall be done through an approved method for disposal including a shredding service. File material shall not be placed in a regular refuse or garbage container in a readable format that could be later retrieved, read and/or reconstructed.

16. Report of Abused and Neglected Children

- a. Prior to the commencement of employment, all Parole Supervisors and Parole Agents shall sign form CANTS 22- Acknowledgement of Mandated Reporter Status.
- b. Requirements:
 - (1) If a Parole Agent or Parole Supervisor, in the course of performance of their duties, has reason to believe that a child may be abused or neglected; the employee shall immediately call the Child Abuse hotline number (1-800-252-2873), or report in person to the nearest Department of Children and Family Services (DCFS) Office. This is to be considered an unusual incident and the Parole Agent shall submit an Incident Report, DOC 0434, by the end of shift, to the assigned Parole Supervisor.

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- (2) The Parole Agent shall notify the Parole Supervisor that such a report has been made to DCFS. The Parole Supervisor shall notify the Deputy Chief of any such report.
- (3) Within 48 hours of the initial report, the Parole Agent or Parole Supervisor shall complete and mail a form CANTS 22. Written confirmation of Suspected Child Abuse/Neglected Report: Mandated Reporters and mail a copy to the District Parole Office. The District Parole Office shall maintain a copy of the written report on file.
- (4) Any Parole Agent who has reason to suspect that a child has died as a result of abuse or neglect shall also immediately report the suspicion to the appropriate medical examiner or coroner in addition to reporting it to the police and the Supervisor. This would be an unusual incident in accordance with Administrative Directive 01.12.105 and would also require a DOC 0434 to be submitted.

17. Confidentiality of Record Information

All files shall be confidential, and access shall be limited to authorized personnel of the Department. Personnel of other correctional, welfare, or law enforcement agencies may have access to files under rules and directives of the Department. All requests to release information shall be forwarded to IDOC Legal Services.

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Attachment A
Incentive Matrix

	DESIRED BEHAVIOR	REWARD OPTIONS
LEVEL 1	Completion of Electronic Monitoring	Agent Verbal Recognition (Code 260)
	Stable Host Site	Agent Written Recognition (Code 261)
	No contact with law enforcement	Supervisor's Recognition (Code 262)
	No new arrests	Certificate of program completion (Code 264)
	Negative Drug Test	Reduction in Supervision Level (Code 088)
	Completion of PRB Order(s)	Recommendation for Removal/PRB Orders (ie EM) (Code 276)
	Program Completion (ie, Substance Abuse, Job Readiness, etc)	Earned GED - MSR Credit (Code 277)
	Secure Employment	Reduction or Removal of Prior Sanctions (Code 275)
	Complete required AMS Check Ins (Weekly/Bi-Monthly, etc)	Certificate of Relief/Disability (Code 279)
	Face to face compliance	
	Completion of GED	
	Enrolled in College courses	
LEVEL 2	Stable Host Site	Agent Verbal Recognition (Code 260)
	No Contact with law enforcement	Agent Written Recognition (Code 261)
	No new arrests	Supervisor's Recognition (Code 262)
	Negative Drug Test	Certificate of program completion (Code 264)
	Completion of PRB Order(s)	Reduction in Supervision Level (Code 88)
	Program Completion (ie, Substance Abuse, Job Readness, etc)	Recommendation for Removal/PRB Orders (ie EM) (Code 276)
	Secure Employment	Earned GED - MSR Credit (Code 277)
	Complete required AMS Check Ins (Weekly/Bi-Monthly, etc)	Reduction or Removal of Prior Sanctions (Code 275)
	Face to face compliance	Certificate of Relief/Disability (Code 279)
	Completion of GED	Recommendation for Discharge (Code 280)
	Enrolled in College courses	
Level 3	Stable Host Site	Agent Verbal Recognition (Code 260)
	No Contact with law enforcement	Agent Written Recognition (Code 261)
	No new arrests	Supervisor's Recognition (Code 262)
	Negative Drug Test	Certificate of program completion (Code 264)
	Completion of PRB Orders	Reduction in Supervision Level (Code 88)
	Program Completion (ie, Substance Abuse, Job Readness, etc)	Recommendation for Removal/PRB Orders (ie EM) (Code 276)
	Secure Employment	Earned GED - MSR Credit (Code 277)
	Complete required AMS Check Ins (Weekly/Bi-Monthly, etc)	Reduction or Removal of Prior Sanctions (Code 275)
	Face to face compliance	Certificate of Relief/Disability (Code 279)
	Completion of GED	Recommendation for Discharge (Code 280)
	Enrolled in College courses	

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Attachment B
Sanctions Matrix

SEVERITY OF PAROLE VIOLATION		* ^ **SANCTION LEVEL
Severe	Rule 1 - Imminent and Direct Threat to Public Safety, w/ or w/o being in custody	Warrant (190)
	Rule 1- Statutory and Policy Driven Warrantable Offenses	* Consider time until discharge when issuing warrants
	Rule 1 - Escape from a Parole Agent or another Peace Officer	
	Rule 1 - Battery or Assault to a Parole Agent or another Peace Officer	
	Rule 1 - Domestic Violence Arrests, OOP Violations, Stalking, Human Trafficking	
	Rule 2 - Supervisor's discretion on "other dangerous weapon" provision	
	Rules 3, 4 & 9 - (All in combination) - absconder including instant absconder	
	Rule 4 - Parolee has not absconded but refuses to allow supervision by parole agent	
	Rule 5 - If not an absconder, then refusal to reside at approved location	
	Rule 8 - new out-of-state charges/extradition/fail to return to IL as instructed	
	Rule 10	
	Rule 13 - For knowingly associating with STG members without prior permission	
	Rule 14	
	Rule 15/16 (including EM) - Non-compliant, demonstrated refusal to comply, previous sanctions applied, multiple attempts to gain compliance	
	Rule 16 - viol PRB rules (EM/GPS violations)	
	Rule 16 (EM/GPS) - tampering or removal without authorization	
	Rule 16 (EM/GPS) - No suitable or approved host site	
High	Rule 1- Felony arrest (except statutory and policy driven warrantable offenses)	Warrant (190)***
	Rule 4 - Multiple attempts prior to being able to be contacted, on a re-occurring basis	Day Reporting Center referral (170)
	Rule 7 - Felony	PRB Add Request- Electronic Monitoring/Detention (160)
	Rule 8 - Verified out of State >7 days and returns to IL as instructed within 24 hours	Day Reporting Center referral (170)
	Rule 9 - For EM/GPS parolees only	EM/ED Movement Restrictions (140)

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	Rule 11 - 5 or more offenses, any type of tampering to defeat or deceive the sample, or any number of offenses co-occurring with a new drug related arrest	Staffing with treatment provider (221)
		Increase Supervision Level (109)
	Rule 15/16 - Compliant only after multiple attempts, previous sanctions, "start and stop" pattern	Increase agent contacts/phone check-ins (109)
	Rule 16 (EM) - multiple violations not of a minor nature	Day Reporting Center referral (170)
Medium	Rule 1 - Misdemeanor, except traffic	PRB Add Request - Electronic Monitoring/Detention(160)
	Rule 16 (EM) - minor violations, including unplugged box	MSR Rule 15 change (Treatment, Curfew, etc) (150)
	Rule 3 - Instructions to report in-person to meet with parole agent	EM/ED Movement Restrictions - 30-60 days (140)
	Rule 7 - Misdemeanor, except traffic	Community Service (130)
	Rule 8 - Verified out of State < 7 days and returns to IL as instructed within 24 hours	Supervisor's Conference(120)
	Rule 11 - Up to 4 offenses, no pending/new drug related arrests, active in treatment	Staffing with treatment provider (221)
	Rule 15/16 (except EM) - Sporadic compliance at a level to achieve compliance	Written reprimand (110)
	Rule 12 - With no positive drug tests and no pending/new drug related arrests	Increase Supervision Level (109)
	Rule 13 - For knowingly associating with others on parole without prior permission	assign job log/daily activity journal (108)
		Increase agent contacts/phone check-ins (109)
		MSR Rule 15 change (Treatment, Curfew, etc) (150)
Low	Rule 1 - Traffic offenses only	EM/ED Movement restrictions - 30 days or less (140)
	Rule 3 - Required check-in calls	Community Service (130)
	Rule 6	Supervisor's Conference (120)
	Rule 7 - Traffic offenses only	Written reprimand (110)
	Rule 9 - For non EM/GPS parolees only	Documentation of Activity(Daily Journal)(108)
	Rule 11 - Up to 2 offenses, no pending/new drug related arrests, active in treatment	Verbal reprimand (105)
	Rule 12 - With no positive drug tests and no pending/new drug related arrests	Verbal review of rules (101)
	Rule 15/16 (except EM) - Slow but steady progress towards substantial compliance	assign job log/daily activity journal (108)